Troubleshooting Tips for Interactive Ethics Training Course

This checklist identifies some common problems for users. You may need to contact your office IT person for help with downloading needed software.

1. BROWSER
   You must use Netscape or Microsoft Internet Explorer to launch the interactive ethics training course. Because of specialized software used, the course will not work in other browsers. While times vary according to connection speed, it typically takes 15 seconds to load the training session.

2. MICRSOFT XP USERS
   You will need to the Microsoft Virtual Machine program provided here. You may need to contact your office IT person [To install on your computer](#).

3. DESKTOP MEMORY
   Close unnecessary windows on your desktop to maximize desktop memory to run the interactive ethics training course.

4. AVOID SESSION INTERRUPTIONS
   To avoid possible fatal session interruptions, turn off "pop ups" or do not open any new windows, including e-mails, while running the interactive ethics training course.

5. USE THE NON-INTERACTIVE COURSE
   If you cannot launch the interactive training course or your interactive session is interrupted, use the NON-INTERACTIVE COURSE to meet your required ethics training requirement.

Note to State Agency IT: If you are contacted by state officials in your agency who are having problems launching the interactive ethics training course, we ask your assistance in reviewing these troubleshooting tips with them. Among other things, downloading of software may be required. If the state official continues to have difficulty, we ask that you contact us for a CD-Rom alternative that could be made available on your agency's Intranet to assist state officials meet legally mandatory ethics training requirements.